


Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: LONG BEACH WATER DEPARTMENT

Water System Number: 1910065

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 7/1, revised 8/4/16 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by: Name: Tai J. Tseng
Signature: 
Title: Director of Operations
Phone Number: (562) 570-2420 Date: 10/3/2016

To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:

- ☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- ☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - ☒ Posting the CCR at the following URL: www.lbwater.org/annual-water-quality-report
 - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - ☐ Advertising the availability of the CCR in news media (attach copy of press release)
 - ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
 - ☐ Posted the CCR in public places (attach a list of locations)
 - ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
 - ☐ Delivery to community organizations (attach a list of organizations)
 - ☐ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
 - ☒ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
 - ☐ Other (attach a list of other methods used)
- ☒ For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following URL: www.lbwater.org/annual-water-quality-report
- ☐ For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission

Consumer Confidence Report Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

- ☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: <http://www.lbwater.org/annual-water-quality-report>
- ☐ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: www.
- ☐ Water system emailed the CCR as an electronic file email attachment.
- ☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- ☐ *Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

Long Beach Water Department created a dedicated URL where the department's current and past water quality reports are permanently housed. All customers were sent a newsletter in their utility bill informing them of the water quality report availability date as well as the direct link. The newsletter also provided information to customers about how to contact the department to request a non-electronic version of the report. This was followed by a utility bill that included the message on the bottom left-hand side, "Special Message" regarding receiving the water quality report. A follow up Water Quality Report is now available message, was also placed in the July\August 2016 Newsletter. (See attachments)

LBWD has a banner on our website homepage that will lead visitors directly to the URL link.

Also attached is a postcard we mailed as well as the social media graphic we posted with the announcement.

The newsletter and utility message with information of CCR availability were sent to the following zip codes: 90755; 90780; 90801; 90802; 90803; 90804; 90805; 90806; 90807; 90808; 90809; 90810; 90811; 90812; 90813; 90814; 90815

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c), California Code of Regulations.

LONG BEACH'S WATER QUALITY REPORT GOES ELECTRONIC

Exciting news! Adding to our sustainable initiatives, Long Beach Water Department's Annual Water Quality Report is now electronic. You can find the report online starting July 1, 2016. The annual water quality report provides information for the prior calendar year. Print copies can be requested from LBWD; please call 562-570-2300 if you prefer a paper copy.

To view and read the report, go to

lbwater.org/annual-water-quality-report



Informe de Calidad del Agua de Long Beach Se Convierte En Formato Electronico

¡Buenas noticias! Para añadir a nuestra sostenibilidad, ahora se puede encontrar el Informe Anual de Calidad del Agua del Departamento de Agua de Long Beach en formato electrónico. Puede encontrar el informe en la web a partir del 1º de Julio de 2016. El informe anual de la calidad del agua proporciona información del año anterior. Copias impresas se pueden solicitar a LBWD; por favor llame al 562-570-2300 si prefiere una copia en papel.

Para ver y leer el informe, vaya a

lbwater.org/annual-water-quality-report



Long Beach **Water**



CITY OF LONG BEACH

UTILITY CUSTOMER SERVICE
333 WEST OCEAN BOULEVARD
LONG BEACH, CA 90802-4664

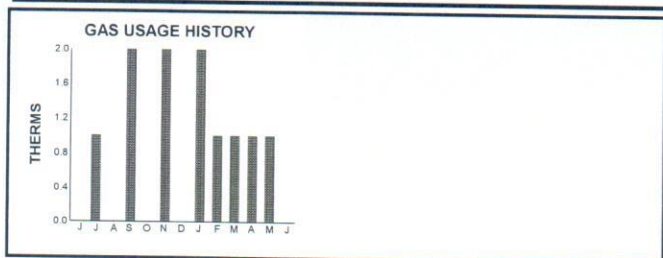


CUSTOMER SERVICE: (562) 570-5700
WWW.LONGBEACH.GOV/UTILITYBILLING

ACCOUNT INFORMATION

ACCOUNT NUMBER:
ACCOUNT NAME:
SERVICE ADDRESS:
BILLING DATE:

HISTORICAL USAGE



SPECIAL MESSAGE

VIEW THE WATER DEPARTMENT'S 2016 WATER QUALITY REPORT AT LBWATER.ORG/ANNUAL-WATER-QUALITY-REPORT STARTING JULY 1ST.

REGISTERED ONLINE SERVICES CUSTOMERS! SOON, A NEW AND IMPROVED WEBSITE OFFERING SERVICE ORDER REQUESTS AND NEW FEATURES. VISIT:
[HTTP://WWW.LONGBEACH.GOV/UTILITYSERVICES/](http://WWW.LONGBEACH.GOV/UTILITYSERVICES/)

REGULAR BILL

GAS

\$4.77

SERVICE PERIOD: 05/31/16 TO 06/29/16
METER READ: 187 - 187

	THERMS	RATE	TOTAL
GAS SERVICE CHARGE	(29 DAYS)	0.1644	4.77
(AB32) CA CARBON REDUCTION			0.00

ACCOUNT ACTIVITY

PREVIOUS BILL	6.36
PAYMENT RECEIVED - 06/14/16	-6.36
BALANCE FORWARD	0.00
NEW CHARGES (GAS)	\$4.77
UTILITY USERS TAX = 5% (GAS)	\$0.24
CURRENT CHARGES	\$5.01

TOTAL AMOUNT DUE
DUE DATE

\$5.01
07/19/16

THE TOTAL AMOUNT DUE WILL BE DEDUCTED FROM YOUR CHECKING ACCOUNT ON 07/13/16.

RETURN BOTTOM PORTION WITH YOUR PAYMENT - MAKE CHECK PAYABLE TO THE CITY OF LONG BEACH

65 [1/1]

REGULAR BILL

ACCOUNT NUMBER:
SERVICE ADDRESS:

THE TOTAL AMOUNT DUE WILL BE DEDUCTED FROM YOUR CHECKING ACCOUNT ON 07/13/16.

DUE DATE

07/19/16

AMOUNT DUE

\$5.01

AMOUNT ENCLOSED

ENTER AMOUNT ONLY IF DIFFERENT

AUTOMATIC DEBIT

CLB0630A
9000000060 00.0000.0060 60/1

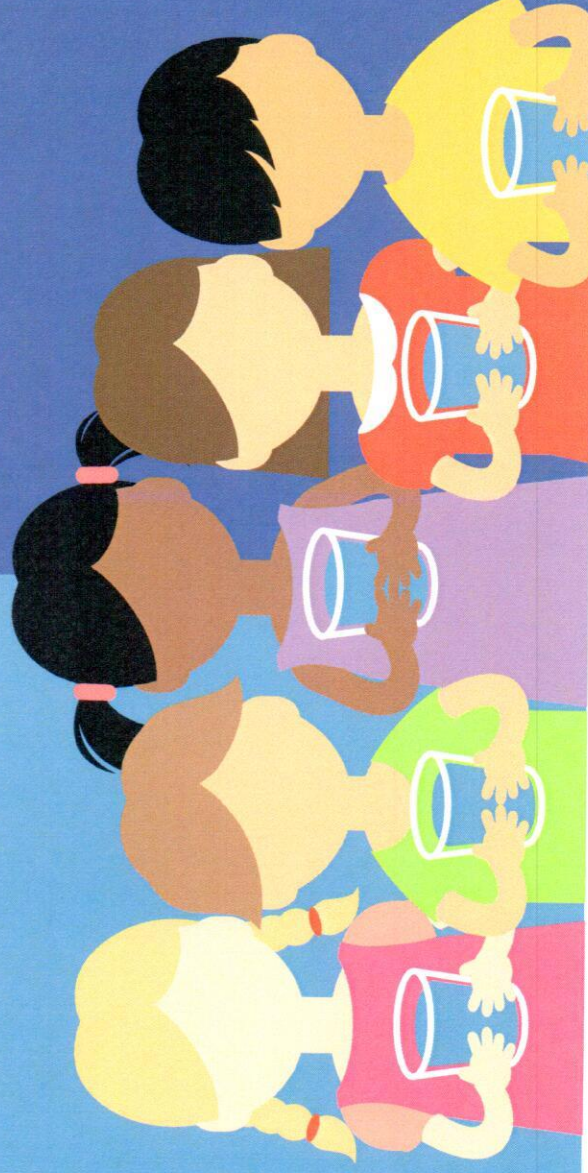


01016562000005 00000005013

☐ Change of address or phone number
(print corrections on reverse side)

LONG BEACH'S WATER QUALITY REPORT GOES ELECTRONIC

lbwater.org/annual-water-quality-report



LONG BEACH 90H2O

Long Beach Water

July / August 2016

New Landscape Watering Schedule For Hot Summer Months

In June, the Long Beach Board of Water Commissioners declared a Stage 1 Water Supply Shortage condition, which changed the number of days in the week that landscape watering is allowed in the hot, dry summer months.

During the summer months (April – September) when the weather is hotter and drier, three watering days is allowed only on Tuesdays, Thursdays, and Saturdays before 9:00 a.m. or after 4:00 p.m. In the cooler winter months (October – March), we will go back to two day per week watering on Tuesdays and Saturdays before 9:00 a.m. or after 4:00 p.m.

Water use efficiency is the Long Beach way of life. Let's keep up the water saving habits we've all adopted!

For a full list of the water restrictions in effect go to www.lbwater.org

Summer

April - September

Tuesday

Thursday

Saturday

THE 2016 WATER QUALITY REPORT IS NOW AVAILABLE

Our annual Water Quality Report provides information as to how well our drinking water meets and exceeds water quality regulations. We appreciate you reading this report and learning more about what we do to safeguard your drinking water.

To read the report go to:

www.lbwater.org/annual-water-quality-report

If you would prefer to receive a hard copy of the CCR, please contact us at (562) 570-2300.

**CONSERVIN'
MERVYN**

THE MISSION STARTS HERE!

Help Mervyn succeed on his mission to be water use efficient! Play the videogame and learn about ways to save water. Play now at www.lbwater.org/game

